



AIRPORT/PRIVATE HIRE SHUTTLE SERVICE AGREEMENT

To ensure a timely response, please reply to each Outdoor Recreation staff member:
raflodrshuttle@gmail.com

Services are available for any UK airport, port, bus, or rail station please contact ODR for pricing for locations not listed.

ODR requires that all emailed requests be received by our office no less than 3 working days prior to service date, Monday – Thursday ONLY. **Service will be confirmed via email to the address the request was sent from via return reply. Payment and signed agreement are required to reserve; if you do not receive a reply with verification and receipt, service IS NOT CONFIRMED.** It is highly encouraged to follow up email with telephone confirmation.

Heathrow DEPARTURES/ARRIVALS 1-10 persons	\$300 Arrivals to Terminal 1-3 with 6-10 persons will be escorted to the high sided parking located at Terminal 3
Heathrow with Pet Fee DEPARTURES 1-5 persons	\$350 includes drop off at terminal
Heathrow with Pet Fee ARRIVALS 1-5 persons	\$400 includes pick up at terminal and transfer to Pet Reception with up to two hours for the collection process of one pet; additional fees apply should it take longer to process your pet (see below). \$25 each additional pet
Stansted DEPARTURES/ARRIVALS 1-10 persons	\$150
Luton DEPARTURES/ARRIVALS 1-10 persons	\$190
Gatwick DEPARTURES/ARRIVALS 1-5 persons	\$300
Gatwick DEPARTURES 6-10 persons	\$300
Gatwick ARRIVALS 6-10 persons	\$350
Administration Fees:	\$25
Amended Reservations/Cancellations/Missed Flights	\$75 if less than 24 hours' notice
Additional time for delayed planes, passengers, pets	\$25 per hour up to 2 hours, thereafter \$50 per hour
Multi pick up/drop	\$25 per each added location
Out of area (outside of RAFL, RAFM, RAFF or 6-mile radius to RAFL)	\$25 minimum
Armory multi-drops	\$50
Infant/Child Car Seat (UK Spec)	**MUST BE PROVIDED BY CUSTOMER**

Additional pet travel information. Up to 2 large crates (36"x25"x27") or 1 giant crate (48"x32"x35") may be transported. Pets must remain in a carrier and are not permitted to roam freely in the vehicle or on your lap. Luggage storage area may be limited dependent on the size of your party, crates, and luggage (please contact ODR to notify us if you plan to max out passengers, crate sizes or luggage). **NOTE: PET PROCESSING DOES NOT BEGIN UNTIL YOU ARRIVE AT PET RECEPTION. Please hand carry copies of all paperwork needed to release your pet.**

ARRIVALS: Drivers meet ODR passengers at the public area within your arrival terminal, with a bright colored name board, DO NOT LEAVE THE INSIDE OF THE TERMINAL. In the event the driver cannot be easily found, please go to the information booth, and ask to page "the driver for XXX". Should the driver still not be located, it is highly feasible that they have been delayed on the motorway due to road conditions. You may request the mobile number of your driver 5 days prior to your flight by contacting Outdoor Recreation facility during business hours.

ODR requires **FULL PAYMENT** to secure a reservation. **Administration fees listed will apply for any changes or**

cancellations.

1. Additional charges must be paid to at ODR within 24 hours.
2. It is the patron’s responsibility to request the driver contact information from ODR within 5 days of travel.
3. Please notify ODR of any changes; **for afterhours, please contact your driver, leave a voicemail UK Country Code + 1638 522 146 or contact RAF Lakenheath Outdoor Recreation via Facebook Messenger.** Email is not monitored outside of business hours. If the driver has already departed for the airport run the full fee is payable.
4. Once booked, a non-refundable fee will be charged for changed, delayed, missed, or cancelled flights.
5. UK spec child seats are required for children 3 and under and are to be installed by the customer; the driver will refuse transportation with no refund if these are not available. Minor children must be always accompanied by a responsible adult.
6. Luggage is limited to 2 large suitcases and 1 carry on per person; if you exceed this amount, you will be required to book a second vehicle at the standard rate. Pet runs may have limited luggage space, see note above.
7. The driver will wait no more than 15 minutes beyond scheduled pick-up time for an airport drop off.
8. Drivers meet passengers inside the arrival’s terminal. **DO NOT LEAVE THE TERMINAL.**
9. ODR will not be responsible for missed flights due to traffic/road/weather conditions or breakdown.
10. Customers are responsible to ensure all possessions are removed from the vehicle. ODR will not be held responsible for any items left in vehicle.
11. One stop may be requested for rest or exercise break.

I HAVE READ AND UNDERSTAND THIS 2 PAGE AGREEMENT AND ACCEPT ALL TERMS AND CONDITIONS AS STATED.

I authorize ODR to charge my credit/debit card \$_____ full amount for this Shuttle Service.

SIGNED: _____ **DATE:** _____

PRINTED: _____

BOOKING INFO (use 2400hr clock)

COMPLETE ALL REQUIRED INFO AND EITHER ARRIVALS/DEPARTURES.

PERSONAL DATA PRIVACY ACT OF 1974 (5 U.S.C. 552a)

NAME:		RANK/STATUS:	
CONTACT PHONE:		MOBILE PHONE:	
# ADULTS:	# CHILDREN:	CHILD SEATS, HOW MANY: <small>(REQUIRED IF UNDER 3:</small>	INFANT (0-20lbs) CHILD (20-39lbs) (39-80lbs)
SPONSOR NAME:		SQUADRON:	PHONE NUMBER:
# PETS:	TYPES/BREED:	CRATE MEASUREMENTS:	
DATE OF SERVICE:	AIRLINE:	FLIGHT #:	
ARRIVALS/INBOUND TO UK		DEPARTURES/OUTBOUND FROM UK	
LAST NAME FOR ARRIVALS BOARD:		OUTBOUND REQ'D PICK UP TIME:	
FLIGHT ARRIVAL TIME:		FLIGHT DEPARTURE TIME:	
AIRPORT & TERMINAL:		AIRPORT & TERMINAL:	
ARRIVING FROM:		GOING TO:	
DROP OFF LOCATION:		PICK UP LOCATION:	